

Information

Name: REGULATORY and ECONOMIC RESOURCES (RER) Department - Mission: To Enable Sustainable Economic Growth Through Smart Regulatory Strategies and Business Expansion Efforts

Description: n/a

Domain: PERA

Owners: Osterholt, Jack; Erml-Martinez, Christa; Donderiz, Alain (RER); RER

Details

			As Of		Actual	Target		FYTD Actual	FYTD Target																																																							
▼ 1.0 Customer																																																																
▼ A Stable and Diversified Economic Base																																																																
	Number of Non-farm Payroll Jobs (Millions of Jobs)	Apr '12	▲		1,014.2	1,000.8	▲	1,014.3	995.0																																																							
	Foreclosure Filings	May '12	▼		2,225	1,021	▼	16,395	9,109																																																							
	Housing Sales	May '12	▲		2,557	2,318	▲	16,392	16,295																																																							
	Unemployment rate (MDC): KPI	2010 FY			12.0%	n/a		n/a	n/a																																																							
	Per capita income: KPI	2010 FY			20,970	n/a		n/a	n/a																																																							
▼	Seaport Cargo Tonnage - Monthly	Nov '14	▲		647,341	637,100	▲	1,320,446	1,274,200																																																							
	<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th>▲</th><th>▼</th><th>✓</th><th>!</th><th>🎯</th><th>%</th><th>Owners</th></tr><tr><td>On going marketing initiatives with interested cruise lines and volume incentive discussions</td><td></td><td>12/19/2013</td><td>In Progress</td><td></td><td></td><td></td><td></td><td></td><td>0%</td><td>Kuryla, Juan; Braithwaite, Doralyn U. (Seaport)</td></tr><tr><td>Promote Seaport Importance through advertising, monthly Port Partner meetings, participation in cruise and cargo trade shows</td><td></td><td>12/19/2013</td><td>In Progress</td><td></td><td></td><td></td><td></td><td></td><td>0%</td><td>Kuryla, Juan; Braithwaite, Doralyn U. (Seaport)</td></tr></table>									Initiative Name	Type	As Of	Status	▲	▼	✓	!	🎯	%	Owners	On going marketing initiatives with interested cruise lines and volume incentive discussions		12/19/2013	In Progress						0%	Kuryla, Juan; Braithwaite, Doralyn U. (Seaport)	Promote Seaport Importance through advertising, monthly Port Partner meetings, participation in cruise and cargo trade shows		12/19/2013	In Progress						0%	Kuryla, Juan; Braithwaite, Doralyn U. (Seaport)																						
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	MIA Cargo Tonnage (1,000 Tons)	Sep '14			178	n/a		2,187	n/a																																																							
	MIA Total # of Passengers (1,000)	Sep '14	▲		2,841	2,788	▲	40,845	40,200																																																							
	Film Production dollars spent (000)	'12 FQ4	▲		\$83,725	\$10,000	▲	\$199,766	\$80,000																																																							
▼ Protect and Restore Environmental Resources (GG6-2, NI3-6)(RER BP)																																																																
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	Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'14 FQ4	▲		100% (26 / 26)	95%	▲	100% (159 / 159)	95%																																																							
	Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'12 FQ4			100% (10 / 10)	n/a		98% (49 / 50)	n/a																																																							
	Percent of "good" to "moderate" air quality days (RFRO)	Jul '13	▲		100%	98%	▲	99%	98%																																																							
▼	Acres of environmentally endangered lands acquired (RFRO)	'15 FQ1	▲		50	40	▲	50	40																																																							
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Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department - Mission: To Enable Sustainable Economic Growth Throug

Number of sanitary sewer overflows	May '13		20	14		110	112
Cumulative acres of restored or enhanced coastal habitat	2012 FY		577	n/a		577	n/a
Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas)	2012		6.00	6.20		n/a	n/a
Density (# of sites/sq. mi.) of contaminated sites in wellfields	2012		1.20	n/a		n/a	n/a
Percent of sampling events completed on-time	'14 FQ4		100%	n/a		99%	n/a
Percent of delegated programs meeting operating agreements	Apr '13		102%	n/a		96%	n/a
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)	Sep '13		89% (42 / 47)	92%		95% (425 / 447)	92%
Number of general complaints responded to within 48 hours (DERM)	Sep '13		83	n/a		985	n/a
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Nov '14		98% (119 / 122)	n/a		97% (288 / 296)	n/a

▼ **Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)**

Initiative Name	Type	As Of	Status						%	Owners
Expand Municipal Plan Review Project		n/a	n/a							Salas, Juliana (RER); Guerrero, Cristian (RER)
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a							Gamito, Oscar (ITD); Erml-Martinez, Christa
Improve Outreach to Direct Customers to Enable Compliance with Codes and Regulations		n/a	n/a							Erml-Martinez, Christa

% of Residential Plans reviewed within 20 days	Nov '14		99.81%	100.00%		99.48%	100.00%
% of Commercial Plans reviewed within 24 days	Nov '14		99.94%	100.00%		99.97%	100.00%
Average Processing Time (application to permit) for minor alterations, repairs and additions - Residential Applications-CPP	Nov '14		4	24		4	24
Average Processing Time (application to permit) for minor alterations, repairs and additions - Commerical Applications-CPP	Nov '14		5	41		6	41
DERM Percent of building plans reviewed within 4 to 8-days (residential and commercial respectively)(RFRO)	Nov '14		80.5% (2,015.0 / 2,502.0)	n/a		81.5% (4,559.0 / 5,591.0)	n/a
Avg # of days from complaint received to initial inspection - Building Permit	Nov '14		131	10		107	10
Average # of days for Unsafe Structures Cases (Residential) processing time with no injunction (Includes All Properties)	Nov '14		2,387 (4,774 / 2)	350		2,072 (12,434 / 6)	350
Average # of days for Unsafe Structures Cases (Commercial) processing time with no injunction (Including All Properties)	Nov '14		443 (7,088 / 16)	350		817 (32,672 / 40)	350
Percentage of plans rejected "Initial Review Only" (minor alterations, repairs and additions).	Nov '14		40% (2,361 / 5,903)	25%		40% (5,725 / 14,381)	25%
Percentage of plans rejected "Initial Review Only"(other applications except plan revisions).	Nov '14		42% (798 / 1,917)	50%		41% (1,202 / 2,960)	50%
Percentage of plans rejected "reworks" (minor alterations, repairs and additions)	Nov '14		18% (698 / 3,966)	15%		18% (1,587 / 9,054)	15%
Percentage of plans rejected "reworks" (other applications except plan revisions)	Nov '14		19% (161 / 827)	15%		18% (350 / 1,964)	15%

▼ **Responsive Building Code Administration Services (NI4-1)(RER BP)**

Perform review of Contractor License Applications in 10 days (ED4)	'15 FQ1		98%	100%		98%	100%
Florida Building Code Training for Code Officials-hours (NU2-3)	2014 FY		96	70		96	70

▼ **Improve Neighborhood Code Compliance (NI4-2)(RER BP)**

Initiative Name	Type	As Of	Status						%	Owners
Improve Outreach to Direct Customers to Enable Compliance with Codes and Regulations		n/a	n/a							Erml-Martinez, Christa
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a							Gamito, Oscar (ITD); Erml-Martinez, Christa

% of Voluntary Compliance for Warning Letters Issued	Sep '14	▲	64%	1%	▲	62%	1%
			(1,104 / 1,716)			(12,282 / 19,924)	
Average Days to 1st Inspection Junk/Trash/Overgrowth	Sep '14	▼	21.16	10.00	▼	17.53	1.01
			(11,467.00 / 542.00)			(80,345.00 / 4,584.00)	
Average Calendar Days from Zoning Complaint to 1st Inspection - Chapter 33	Sep '14	▲	5	5	▼	8	5
Average Calendar Days from Exterior Property Maintenance Complaint to 1st Inspection - Chapter 19	Sep '14	■	7	5	▼	10	5

▼ **Provide Stewardship to the CDM and Zoning Application Processes (NI1, NI1-1)**

Initiative Name	Type	As Of	Status						%	Owners
Reduce Cycle Time for Zoning Hearing Process		n/a	n/a							Silva, Eric
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a							Gamito, Oscar (ITD); Erml-Martinez, Christa

Median # of Processing Days for Zoning Hearing Applications	'12 FQ1	▲	170	180	▲	170	180
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▼ **Conduct Economic Development Analysis and Recommend Policy**

TJIF and QTI Incentive Applications reviewed, processed, and submitted to BCC	'12 FQ4	▲	2	0	▲	8	2
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▼ **Increase the Amount of Film and Television Production in Miami-Dade County**

Initiative Name	Type	As Of	Status						%	Owners
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a							Gamito, Oscar (ITD); Erml-Martinez, Christa

Filming Permits Issued	'12 FQ4	▲	234	110	▲	1,145	900
Dollars Spent on Permitted Productions	n/a		n/a	n/a		n/a	n/a

▼ **Support Sustainable Agricultural Industry**

Customer Satisfaction of Agricultural Industry Training Programs (Average)	Jun '13	▲	4.80	4.80	■	4.74	4.80
Commercial Ag./Tropical Fruits Training Programs Conducted	n/a		n/a	n/a		n/a	n/a
Miami-Dade County stores selling Redland Raised products	'13 FH1	▼	76	80	▼	76	80
Purchase Development Rights - Total Acres Protected Since Program Inception	2012 FY		165	n/a		n/a	n/a
Number of Agricultural Industry Training Programs Conducted (Total)	Dec '12	▼	2	3	▲	10	9

▼ **Create Business Prospects for Local Businesses**

Number of pre-screened business to business meetings organized	'12 FH2	▲	155	150	▼	155	200
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▼ **Maintain Historic Resources by Protecting and Monitoring Historic and Archaeological Sites and Districts. (NI4-2, RC3-2)**

Initiative Name	Type	As Of	Status						%	Owners
Improve Outreach to Direct Customers to Enable Compliance with Codes and Regulations		n/a	n/a							Erml-Martinez, Christa

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department - Mission: To Enable Sustainable Economic Growth Throug

Percentage of Administrative Certificates of Appropriateness (COAs) or Certificates to Dig (CTD) reviewed and forwarded to the Building Department within 7 working days.	'12 FQ4	<div></div>	100%	100%	<div></div>	400%	400%		
Percentage of Special Certificates of Appropriateness (COAs) reviewed and forwarded to the Historic Preservation Board within 21 working days.	'12 FQ4	<div></div>	100%	100%	<div></div>	400%	400%		
Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)									
Initiative Name	Type	As Of	Status	<div></div>	<div></div>	<div></div>	<div></div>	%	Owners
Improve Outreach to Direct Customers to Enable Compliance with Codes and Regulations		n/a	n/a						Erml-Martinez, Christa
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a						Gamito, Oscar (ITD); Erml-Martinez, Christa
Issue renewal licenses within 14 calendar days of complete application (Consumer Protection)	Dec '14	<div></div>	98%	95%	<div></div>	98%	95%		
Ensure an Expedient Registration Process by conducting Tow truck & MVR inspections within 10 business days of Licensing section referral	Dec '13	<div></div>	92%	95%	<div></div>	92%	95%		
CPD Licenses issued per month	Dec '14	<div></div>	1,056	0	<div></div>	3,286	0		
Percentage of MVR businesses receiving their annual inspection	Dec '13	<div></div>	7	8	<div></div>	24	24		
Resolve Disputes between Consumers and Businesses									
Consumer Complaints Received CPD	Dec '13	<div></div>	285	0		813	n/a		
Value of Goods, Refunds and/or Service Recovered for Consumers	Dec '13	<div></div>	\$71,314	\$80,000	<div></div>	\$431,990	\$240,000		
Number of complaints referred to field enforcement personnel	Dec '13		39	n/a		119	n/a		
Customer satisfaction from consumers that file complaints against businesses	Dec '14	<div></div>	5.00	4.80	<div></div>	5.00	4.80		
Average days to close Consumer Complaints	Dec '13	<div></div>	30days	30days	<div></div>	30days	30days		
For-hire Services that Meet the Public Needs									
Initiative Name	Type	As Of	Status	<div></div>	<div></div>	<div></div>	<div></div>	%	Owners
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a						Gamito, Oscar (ITD); Erml-Martinez, Christa
For-hire Training attendees	Dec '14	<div></div>	300	250	<div></div>	890	750		
Empower Youth with Skills in Leadership, Communication, and Citizenship									
Number of Attendees of 4-H Programs	Dec '12	<div></div>	553	400	<div></div>	1,350	1,200		
Number of 4-H Programs Conducted	Jun '13	<div></div>	3	6	<div></div>	88	62		
Customer Satisfaction of 4-H Programs	Dec '12	<div></div>	5.00	4.80	<div></div>	5.00	4.80		
Knowledge Gained/Practice Changed - 4-H Programs	Dec '12	<div></div>	4.90	4.50	<div></div>	4.90	4.50		
2.0 Financial									
Meet Budget Targets (RER)									
Expen: Total (RER)	'14 FQ4	<div></div>	\$38,500K	\$41,138K		n/a	\$123,414K		
Revenue: Total (RER)	'14 FQ4	<div></div>	\$43,651K	\$41,138K		n/a	\$123,414K		
Positions: Full-time Filled (RER)	'14 FQ4	<div></div>	863	979		n/a	n/a		
(955 - 979)									
3.0 Internal									
Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)									
Initiative Name	Type	As Of	Status	<div></div>	<div></div>	<div></div>	<div></div>	%	Owners
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a						Gamito, Oscar (ITD); Erml-Martinez, Christa
Total Electricity Consumption (kWh)	Aug '10		108,087,376Kwh	n/a		n/a	n/a		

Initiative Name	Type	As Of	Status						%	Owners
Roll-Out of Energy Star Portfolio Manager		n/a	n/a							Troner, Susannah (RER)
Toner Cartridge Recycling		n/a				n/a			n/a	n/a
Tonnage of recycling		n/a				n/a			n/a	n/a
Number of County LEED buildings/projects completed		n/a				n/a			n/a	n/a
% of participation in County-Wide "Power IT Down" initiative	Dec '14					49.00%		50.00%		50.67% 50.00%
▼ Increase Efficiency and Best Practices (GG4)										
Initiative Name	Type	As Of	Status						%	Owners
Implement Enterprise-wide IT EDMS Solutions		n/a	n/a							Gamito, Oscar (ITD); Erml-Martinez, Christa
Continue to Refine the Table of Organization to Best Meet the Department's Mission and to Improve the Customer's Experience		n/a	n/a							Erml-Martinez, Christa
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		n/a	n/a							Gamito, Oscar (ITD); Erml-Martinez, Christa
4.0 Learning and Growth										
▼ 5.0 Sustainability										
▼ Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2)										
Initiative Name	Type	As Of	Status						%	Owners
Reevaluate the countywide air monitoring network for adequacy in consideration of the extensive development to the west and south of the county, and increased traffic congestion		n/a	n/a							Wong, Patrick (RER)
Provide project coordination and technical assistance for the proactive implementation by all County departments of GreenPrint, a community-wide sustainability plan, and the Climate Action Plan contained therein.		12/31/2010	In Progress							Wong, Patrick (RER); Hefty, Lee ; Hefty, Nichole (RER); Griner, Debbie; Troner, Susannah (RER); Klopp, Lisa (RER); Gomez, Patricia (RER)
SE Florida Regional Climate Change Compact		n/a	n/a							Hefty, Nichole (RER); Griner, Debbie; Troner, Susannah (RER); Klopp, Lisa (RER); Gomez, Patricia (RER)
Total GHG Emissions		n/a				n/a			n/a	n/a
▼ Promote Smart Growth and Sustainability Practices (NI1-1, GG6-2)										
Initiative Name	Type	As Of	Status						%	Owners
Zoning Code Update and Enhancement		1/24/2013	In Progress							Silva, Eric; Lodi, Gianni

